

# GOT A GRIPE?

## FILING A COMPLAINT WITH THE FCC IS EASY

The FCC accepts complaints on various wireless and wireline telecommunications issues, media, and telecommunications accessibility issues. The following provides information on how to complain to the FCC.

### What Good Will It Do?

Filing an informal complaint with the FCC may help resolve disputes consumers have with companies regulated by the FCC. It will not necessarily result in a fine or enforcement action against the company, but is a way for you, the consumer, to obtain a specific response from the company and, in most cases, a satisfactory resolution to your complaint. After receiving your complaint, FCC staff generally will forward it to the service provider and direct the company to respond to the FCC within 30 days. The FCC also directs the company to send a copy of its response to you (the complainant). If your complaint involves an interstate telephone matter and you do not like the company's response to your complaint, the FCC's rules give you the right to file a "formal" complaint. Consumers who wish to file formal complaints pay a \$165.00 filing fee per complaint and must satisfy very specific procedural and evidentiary requirements. For these reasons formal complaints are usually filed by lawyers. For complete information on how to file formal complaints, see 47 CFR Section 1.720 through 1.735. Instructions are also available online at: [wireless.fcc.gov/rules.html](http://wireless.fcc.gov/rules.html).

### Types of Complaints the FCC Handles:

The FCC handles a variety of complaints, including but not limited to:

- state-to-state (interstate) long distance telephone service;
- cellular service;
- paging;
- telephone and equipment accessibility (for persons with disabilities);
- unwanted telemarketing calls;
- obscene and indecent material broadcast over the airwaves;
- technical matters like frequency, antenna registration, interference and tower lighting;
- closed captioning and access by hearing impaired to emergency information on television in your home; and
- hearing aid compatibility of telephones, including payphones and wireless devices.

The FCC does not regulate information services (computers or the Internet). It also does not handle complaints relating to these types of services.



# FCC Consumer Facts

## It's Convenient – And It's Free!

The FCC accepts complaints in a number of ways:

**Phone:** Call us with your complaint. Operators are available M - F, 8 am – 5:30 pm EST.  
1-888-CALL-FCC (1-888-225-5322) voice  
1-888-TELL-FCC (1-888-835-5322) TTY

**E-Mail:** E-mail your complaint to [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

**Mail:** Send your complaint to  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Fax:** Fax your complaint to (202) 418-0232

**Electronically:** For complaints about wireless or wireline phone-related issues, file online through our Web site at [www.fcc.gov/cgb/complaintfiling.html](http://www.fcc.gov/cgb/complaintfiling.html).

## What to Include:

Your complaint should include the following information:

- your name, address and the telephone number or numbers involved with your complaint (*if telephone-related*);
- a telephone number where you can be reached during the business day;
- specific information about your complaint, including the names of **all** companies involved;
- names and telephone numbers of any company representatives you contacted, dates you spoke with these representatives and any other information that would help process your complaint;
- a copy of any bills which relate to the dispute; and,
- the type of resolution you are seeking, such as a credit or refund.

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For this or any other consumer publication in an alternative format (electronic ASCII text, Braille, large print, or audio) please write or call us at the address or phone number below, or send an e-mail to [FCC504@fcc.gov](mailto:FCC504@fcc.gov).

To receive information on this and other FCC consumer topics through the Commission's electronic subscriber service, click on [www.fcc.gov/cgb/emailservice.html](http://www.fcc.gov/cgb/emailservice.html).

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Federal Communications Commission ■ Consumer & Governmental Affairs Bureau ■ 445 12th St., SW ■ Washington, DC 20554  
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